The way forward to achieve
Saudi Arabia's 2030 vision in light of
TIEC standards

BUSI-4351: Internship Instructions Manual (2017-2018)

Instructions, Guidelines and Standards

College of Business Administration Management Department Dr. Esam A. Halawani

Table of Contents

Introduction and strategy:	2
Course Vision:	2
Course Mission:	2
Course Syllabus:	3
Course requirements' description:	6
Supervisor's contact details (5%):	6
Weekly Log reports (10%):	6
Every 3-weeks progress reports (15%):	6
The Employer's Evaluation Package (20%):	7
Internship Final Report (40%):	8
Internship oral presentation (10%):	9
Intern's professional code of conduct:	10
General expectation from the employer:	11
Appendices:	12
FORM-01: Internship Supervisor's contacts form	13
FORM-02: Weekly Log report	14
FORM-03: Academic Employer Evaluation Form	16
FORM-04: Students Affair's Employer Evaluation form	19

Introduction and strategy:

Course Vision:

Is to enhance PMU's competitiveness by (1) - meeting TIEC's accreditation standards and (2)-improving its graduates' employability and contribution to society in light of Saudi Arabia's vision 2030.

Course Mission:

This course aims to improve the students' employability and enhance their contribution to society by **focussing on two main pillars**; <u>instilling discipline and professionalism</u> and <u>enforcing the application of knowledge and skills acquired at PMU in real life setting</u>. This entails that students will learn to balance between the employer's requirements and PMU's in order to pass the course. Students will play an integral role in enabling the college of business administration identify all areas of improvement within the curriculum, enhance it, and to respond to the expected change.

Course Syllabus:

I. Course Number & Title:

Name : BUSI-4351; Internship (3 Credit Hours)

• Sections: Male (101), Female (201)

II. Instructor:

Name : Dr. Esam A. Halawani
 Email : ehalawani@pmu.edu.sa
 Tel : +966 (13) 849 8533

III. Course's class times and locations (Spring-2018):

Female section (201) : Sunday Tuesday & Thursday (15:00-15:50) , F10-G035

• Male section (101) : Thursday (17:00-19:50), M10-G034

IV. Instructor's Office Location and office hours:

College of Business Administration – Male building – office no. S073

Office hours: Sun (15:00-16:30) & Wed (13:00-14:00)

V. Course overview:

This course is aimed to enable students to apply the knowledge received at PMU in a real organization before they graduate and join the work force. Students are expected to work no less than 8-weeks as an intern in an organization where they need to manage meeting both the employer and PMU's expectations. Therefore, the student will NOT be allowed to take any academic courses during this period to enable them to focus on gaining practical experience prior to graduation. The ultimate goal of this course is to improve students' employability by enhancing both their discipline-base and knowledge based competences.

VI. <u>Competencies and course learning outcomes:</u>

a. Knowledge-Based Course Learning Outcomes (TIEC-based):

These learning outcomes are measured by the written reports documenting student's learning (throughout the internship period) and the final two requirements of the course (the final report and oral presentation).

- CLO-1: Record and integrate knowledge from functional business areas to business situations.
- CLO-2: Recall the meaning of the terminology and the tools in the business strategy formulation.
- CLO-3: Prepare, interpret and apply relevant business information and projections.
- CLO-4: Evaluate information about a business, industry, sector or market and use that information for comparative purposes.
- CLO-5: Develop strategies to deal with unexpected circumstances and foster technology, innovation and entrepreneurship.
- CLO-6: Develop an effective skillset in problem analysis.
- CLO-7: Develop a strategically organized, well written and visual documentation and reflection of student's performance and accomplishments.
- CLO-8: Demonstrate managerial skills, such as; decision making, leadership, teamwork in addition to interpersonal skills.
- CLO-9: Demonstrate an oral presentation using technological tools.

b. Discipline-Based Course Learning Outcomes (introduced):

These learning outcomes are measured using Blackboard (throughout period of internship) and the Employer Evaluation Package (completed by the employer at the end of the internship period).

- CLO- 1: To be able to balance between the employer's requirements and PMU's.
- CLO-2: To be able to follow the course's instructions to stratify all requirements which are both time and content sensitive.
- CLO-3: To be able to work under the supervision of the employer and meet the expectations.
- CLO-4: To complete the assigned internship duration (no less than 8-weeks) with perfect attendance.

VII. <u>Course prerequisites:</u>

Students will only be allowed to enrol (register) the internship course if and ONLY if:

- 1- Students has successfully completed all Core Business Courses as per the study plan.
- 2- Students has <u>completed no less than 90 credit-hours</u> as per the study plan with a Good Standing GPA.

Important internship policies:

- 1- Part time students (who are already employees) will **NOT** be allowed to wave taking the internship course.
- 2- Students will **NOT** be allowed to enrol (register) any other courses during their internship.

VIII. Teaching pedagogy and assessment criteria:

Direct instruction : a single introductory class (2-3 hours) at the beginning of the term.

• Lab work : 0

• Field work : no less than 8-weeks

No.	Course requirement description	Weight
1	Supervisor's contact details	5%
2	Weekly Log reports (6 X reports with different weights)	10%
3	Every 3-weeks progress reports (2 X reports each worth 7.5%)	15%
4	Employer Evaluation Package	20%
5	Final report	40%
6	Oral presentation	10%
	Total	100%

Assessment quality assurance: in order to provide a more critical and faithful assessment of student's performance in this course, the internship instructor has the right to request assistance from other specialized faculty members in terms of judging (assessing) the last two requirements of the course; the final report and the oral presentation. This approach is essential especially when the area of internship is not part of the instructor's expertise or field of knowledge.

Grading scale					
<u>Letter Grade</u>	<u>Range</u>				
A+	96 – 100				
Α	90 – 95				
B+	86 – 89				
В	80 – 85				
C+	76 – 79				
С	70 – 75				
D+	66 – 69				
D	60 – 65				
F	59 & below				

<u>The course requirements matrix</u> below illustrates the timing and the method of submission of all requirements:

	Assessment method (Course Requirements)						
Week no.	Supervisor's contacts	Weekly reports	Progress Reports (every 3 weeks)	Employer Evaluation Package	Final Report	Oral Presentation	
Week-1	5%	1%					
Week-2		1.5%					
Week-3		1.5%	7.5%				
Week-4		2%					
Week-5		2%					
Week-6		2%	7.5%				
Final Exams week				20%	40%	10%	
Total loads	5%	10%	15%	20%	40%	10%	
Method of Submission	Via BlackBoard	Via BlackBoard	Via BlackBoard	Hard copy to Dr. Esam / Mark Anthony	Hard copy to Dr. Esam / Mark Anthony	As per Schedule	

<u>CLO's-Rubric Matrix:</u> This matrix is to illustrate the break-down of which assessments method is measuring which CLO. This is deemed essential to explain how the rubrics are designed for each assessment method on blackboard and to complement the Rubric statistical reports. The course's learning outcomes are abbreviated in the matrix. Please resort to the descriptive form of CLO above if needed.

Assessment method	Load	, and the second per s								
, issessinent method	(%)	CLO1	CLO2	CLO3	CLO4	CLO5	CLO6	CLO7	CLO8	CLO9
SV's contacts	5			100%						
Weekly Log-1	1	50%		50%						
Weekly Log-2	1.5	50%		50%						
Weekly Log-3	1.5	50%		50%						
1 st Progress Report	7.5		10%				40%	40%	10%	
Weekly Log-4	2	50%		50%						
Weekly Log-5	2	50%		50%						
Weekly Log-6	2	50%		50%						
2 nd Progress Report	7.5		10%				40%	40%	10%	
Employer Evaluation Package	20								100%	
Final Report	40		10%				40%	40%	10%	
Oral Presentation	10									100%
Total Score	100									

Course requirements' description:

Documentation and grading of the internship: Documentation and grading of the internship learning experience may be done in a great variety of ways. The following are the various methods required from PMU interns in order to complete the internship course:

Supervisor's contact details (5%):

The contact details of the supervisor who is in direct contact with the students must be submitted (via Blackboard) as soon as the student starts internship. Use the standard form (<u>From-01 on Blackboard</u>) and upload directly to blackboard.

Weekly Log reports (10%):

Students are required to enter a summary of their work and overall experience daily for the entire duration of their internship. It is recommended that students follow a regular format (See template). Student is expected to submit 6-weekly reports (via blackboard) which have different loads: Week-1 (1%), Weeks 2 & 3 (1.5% each), Weeks 4, 5 & 6 (2% each). Total weight of all weekly log reports is 10% of student grade. Students are expected to use the standard form (Form-02 on Blackboard) keeping in mind the following points to guide the type and level of information to report:

- Date and description of activities performed
- Who did I work with today? Why?
- What did I learn? Was this part of my learning agenda?
- How did I move toward achieving my objective to develop of my skills?
- What else did I learn that was helpful to my personal or professional development? Did I learn this skill in a course at PMU?

Also, students are expected to provide answers to the standards reflective question as part of the standard form. The mark achieved is reflected by the quality and the completeness of the report.

Every 3-weeks progress reports (15%):

For every 3 weeks' interval, students are expected to combine the information reported in those weeks into a single progress report. During 8-weeks, students are expected to provide two progress reports (the first is for weeks 1 to 3 and the second is for weeks 4 to 6). Each progress report has a weight of 7.5% which mount to a total of 15% of the total grade.

The objective of these two progress reports is not to merely summarize the content of the corresponding weekly logs. They are aimed to enable the student to elaborate on several aspects of their progress in their internship which could not be elaborated upon in the weekly logs. In these two reports, the student is expected to be explicit about their progress towards achieving pre-targeted goals and objectives. These two reports are also submitted via Blackboard.

The 3-weeks Progress Reports could include some of the following:

- Learning Agenda: Explicit description of the targeted goals to be achieved and skills
 to be learned. You need describe your agenda in the most organized form as possible
 combining the tasks you were assigned by you supervisor and the ones initiated by
 you.
- Sample evidence of tasks: the student is expected to provide evidence of the task and tools (or resources) used in execute the activities and responsibilities assigned to him/her. This may include all types of illustrative material to demonstrate the student's engagement with the organisation and exposure to new professional tools and systems that expands the students' horizons. Such information might help the student to identify areas which advance training that goes beyond the material covered in School.
- Theoretical application and critique: as the student is expected to engage the professional outside world, students' knowledge base and readiness is tested. Students are expected to draw upon the theoretical concepts learned at PMU in their own major in order to execute tasks and responsibilities assigned to them by their employer. Therefore, they are practically testing the applicability of those theories in reality. Students are expected to identify and evaluate those theories that most relevant to both their major and to the tasks which are assigned to them by their employer. Such information is important to elaborate on both at this (3-weeks progress report) level and the final report which entails the importance of referencing whenever is needed.

<u>Note</u>: there is no template for this progress report, it is up to you as long as the report is well organized and professionally written. You need to keep in mind that the more effort you put into these two reports the easier it will be to write your final report. (see the expectations of the final report below)

The Employer's Evaluation Package (20%):

This package consists of **three documents** <u>ALL OF WHICH</u> must be completed, signed, stamped by the intern's supervisor (at employer site) and submitted in a closed/sealed envelope by the student to the designated administrative assistant for each campus towards the end of the term. **The submission** date will be announced in due time. For male students submit your package to Mr. Mark Anthony (S071) and Miss Jane Catanus for Female students. The documents included in the evaluation package are as follows:

- The employer academic evaluation: This form is to be downloaded (from Blackboard) by the student and given to the supervisor (at employer site) to complete, sign and stamp then include part of the package. (See Form-03 on Blackboard)
- 2. Official Proof of attendance: that proves that the intern had worked in the organisation for not less than 8-weeks explicitly specifying the dates. Even though organisations vary in terms of reporting proof of attendance, it is fundamental to obtain and provide an official document to complete this requirement. This document could be a letter head, a certificate or a system generated report ...etc.
- 3. <u>The Registrar's evaluation form:</u> This form is to be downloaded (from Blackboard) by the student and given to the supervisor (at employer site) to complete, sign and stamp then include part of the package. (See Form-04 on Blackboard)

Internship Final Report (40%):

All students are required to provide a scholarly written report of the achievement of their learning objectives. The final report must be submitted in hard copy to the designated administrative assistant for each campus by towards the end of the terms. The date of submission will be announced in due time. For male students submit your package to Mr. Mark Anthony (S071) and Miss Jane Catanus for Female students.

What is the objective of the final report? The report should document the student's ability to apply the knowledge learned at PMU to demonstrate the following skills on which the report will be marked and evaluated:

- 1- Student's ability to understand the business model of the organisation (company) and the functional role of the department he/she had worked in. Student is expected to use theoretical frames of reference such as SWOT to assist him/her in analysing the company's business.
- 2- Student's ability to organize and present the targeted internship agenda and report progress.
- 3- Student's ability to perform all tasks assigned to him/her by the direct supervisor(s) during the internship period.
- 4- Student's ability to; identify organisational and business problems within the company, develop solutions, and report the benefits gained.
- 5- Student's ability to build on the reflective questions (prescribed in the weekly log) to develop a discussing with regards to the interesting findings, such as; unexpected findings, overcoming challenges, successful application of relevant knowledge and skills acquired at PMU, evaluating student's knowledge base and skills acquired at PMU, and Identifying areas of improvements for the college based on the student's experience. Such critique will help the department and the college of business administration to enhance the curriculums. Student is expected to select only three theoretical concepts from his/her major to demonstrate their applicability in the work place in order to demonstrate this ability.
- 6- Student is expected to reference his/her work when using any areas of literature to support their ideas and failure to do that will be **considered as plagiarism**.
- 7- Student's report must be his/her own work. Any evidence that suggests the student did not do the report or committed plagiarism will not be tolerated and the student's final grade will be negatively affected.

What is the structure of the final report? There isn't a format for the final report as students should have already accumulated sufficient experience to at this stage of their academic education. However, the report should be aligned with the following guidelines:

A Cover page: your report must have a cover page showing the following details:

- Name of university, college and department
- Employer name
- Name of internship advisor (in small font)
- Name and ID number, and Major of student (in large font)
- Submission date

How long should the report be? As quality is more important than quantity, the report should **not accede 12 pages**. This entails that you need to be concise and aim to deliver the meaning with the least amount of words and sentences without jeopardizing clarity. Such writing skills should have been accumulated throughout the student's years of education at PMU and thus, this is the time to demonstrate such competences.

Writing Format: the report must be computer typed. You should use **font size 12**, **single pacing** and should avoid unnecessary gaps between sections and paragraphs. You are advised to **proof read** your report as much as possible because spelling and grammatical mistakes will not be tolerated.

Designing the content of the report: the report should be organized to have the following contents:

- Executive summary
- The introduction of the report
- Introduction to the company and the department of concerned
- Evaluation of the company's business strategy
- The internship agenda: detailed description of tasks assigned and student's contribution
- A critical review and evaluation of selected literature: three concepts only
- Critical reflections on the internship experience
- Critical reflection on student's readiness and contribution to the company
- Summary of findings and recommendations
- Conclusion
- References
- Appendices (if needed)

<u>Note:</u> there is no need to attached hard copies of all weekly log and progress reports with the final report as long as they are submitted on blackboard. However, **students are expected to keep a backup of all requirements** in order to be mitigate any unforeseen technical issues. Therefore, students are accountable of NOT reporting any technical issues related to Black-board on time. Students are advised to be submit their reports promptly and not wait for the last minute to do so.

Internship oral presentation (10%):

All students are required to **conduct a 15-minutes present the findings of their report in defence of their writing report.** The presentation should professional and based on the learning acquired in various courses at the college of business administration. Oral presentation's <u>schedule will be decided and announced in due time towards the end of the term</u> by internship instructor at PMU (Dr. Esam Halawani). Remember to bring your presentation on an external memory drive to present in class (to avoid technical issues) <u>and a hard copy that is submitted to the instructor before the presentation.</u>

Intern's professional code of conduct:

- The student is responsible of coordinating with the students' affairs department to start the internship on time.
- 2. The student is responsible of reading and following the instructions manual and provide the needed requirements as per the plan.
- 3. The student is responsible of and accountable for being on top of all content, communications, and announcements posted on Black-Board. Failure to catch up or promptly report issues to the course instructor will not be tolerated.
- 4. All students must produce their own work. Any evidence that suggests ant signs of Plagiarism will not be tolerated.
- 5. To respect and maintain confidentiality with all sensitive information that may encounter during their internship.
- 6. To arrange their own transportation both to and from the organization they are placed with for the entire duration of their internship.
- 7. Should the intern fall subject to illness, they should inform both; their on-site and PMU advisor as promptly as possible. Any days missed will need to be made up toward the end of the internship.
- 8. To conduct themselves in a professional manner at all times in all aspects of their working assignment. Specifically:
 - Students should be sensitive regarding the use of mobile phones during working hours for personal reasons. Priority and careful attention should be given to their work assignments during their internship.
 - Use of organization telephone for personal calls should be avoided unless permission is given to do so.
 - Students are expected to report to the organization all their expected working times and not leave until working day is complete.
 - Students are expected to be punctual for all meetings and complete work assignments at the times specified by the organization.
 - It is expected that the interns be flexible, polite and considerate in their professional attitude at all times and exercise the highest standards of customer service.
 - Should an PMU student, whilst an intern with the organization they represent, engage
 in any unlawful or seriously offensive activity that could harm the reputation of PMU
 or the organization they represent, either party reserves the right to terminate their
 internship immediately.
 - It is expected that the intern, upon completion of their internship, will return all property belonging to the organization.

General expectation from the employer:

- It is expected that the organization ensure the availability of suitable projects and tasks for the intern to engage in for the duration of the internship.
- It is expected that the organization will monitor the progress of the intern and communicates frequently with the intern to offer constructive feedback.
- It is expected that the organization will provide facilities and resources for the intern so as to enable them to complete their assigned tasks.
- It is expected that the organization will bear any work-related expenses incurred by the intern that may be necessary to complete a work place assignment.
- It is expected that the organization will provide a safe and clean work environment.

Appendices:
Appendices.
(Please refer to Black-Board to obtain the soft copies of all standard forms)
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43
12

FORM-01: Internship Supervisor's contacts form

INTERNSHIP SUPERVISOR INFORMATION SHEET (TEMPLATE)

Supervisor's Name	:	
Company	:	
Postal address	:	
Department/Division	:	
Telephone Number	:	
relephone Number	•	
Fax Number	:	
Mobil Number	:	
	•	
E-mail	:	
Student Name	:	
Student ID at PMU	;	

Please <u>submit via Black-Board</u>. ONLY In case of technical issues, you can submit by email to the Director of COBA internship program; Dr. Esam Halawani (<u>ehalawani@pmu.edu.sa</u>).

FORM-02: Weekly Log report

Weekly LOG Report (Template)

Student's Major: Student Name:		Internship Site (company's name, Location) :	
Supervisor's Name (Employer):		Week beginning:	
Internship Advisor Name (PMU)	's		
	n detail the activities in which in answering the attached que		c incidents you observed
Day and Date:	Description of activity		
Day 1			
Day 2			
Day 3			
Day 4			

Reflective Questions:

L.	What new knowledge or skill did you learn on the internship this week? Describe
2.	What have you learned in college that you applied on the internship?
3.	List any difficulties, mistakes, pleasant or unpleasant experiences that occurred this week. What did you do to correct your mistake (s)?
٠.	On what skill or question could you use help in performing your internship responsibilities better?
	What interesting or challenging experience did you have with your fellow workers or site supervisor? Describe
nter	

FORM-03: Academic Employer Evaluation Form

ACADEMIC SUPERVISOR'S EVALUATION FORM INTERN EVALUATION (TEMPLATE)

Stu	dent	Name:	·- I	nternship Site:	-
Sup	ervi	sor's Name:	·- I	Date:	-
coo		ator/advisor:			
INST	RUC	TIONS: Please rate your intern's perforr	nance		
1.	At	tendance:	8.	Cooperation	
		Never absent		Works well with others	0
		Dependable		Usually gets along with others	0
		Usually dependable		Prefers to work alone	0
		Not regular enough in attendance		Does not work well with others	•
		Too frequently absent		Is antagonistic	0
2.	Pu	nctuality:	9.	Accuracy of work	
	•	Never tardy		Does work of very good quality	0
	•	Seldom tardy		Makes few errors	•
	•	Needs improvement		Often makes errors	•
	•	Very often tardy		Is frequently inaccurate and careless	0
	0	Tardiness affecting performance		Is extremely careless	0
3.	Аp	pearance:	10.	Attitude	
	•	Is excellent in appearance/dresses appropriately		Is positive	0

		Is good in appearance/frequently dresses appropriately	Is fairly positive		
	•	Should make efforts to improve/frequently dresses inappropriately		Is rarely positive	•
		Often neglects appearance/dresses inappropriately most of the time		Is negative	0
		Is extremely careless		Is openly hostile	0
4.	Ini	tiative/Motivation	11.	Work habits	
		Is resourceful; looks for things to do		Is industrious: stays on task until completed	0
		Is fairly resourceful		Seldom wastes time: is reliable	•
	•	Does acceptable routine work		Wastes time occasionally: is usually reliable	0
	0	Takes very little initiative; requires urging		Frequently wastes time and work id often incomplete	0
5.	Ma	aturity	12.	Courtesy	
5.	Ma	aturity Demonstrates maturity consistently	12.	Courtesy Is very courteous and very considerate	
5.		•	12.	Is very courteous and very	0
5.	0	Demonstrates maturity consistently	12.	Is very courteous and very considerate	_
5.	0	Demonstrates maturity consistently Demonstrates maturity occasionally	12.	Is very courteous and very considerate Is courteous and considerate Usually courteous and	
5.	0	Demonstrates maturity consistently Demonstrates maturity occasionally Demonstrates maturity rarely	12.	Is very courteous and very considerate Is courteous and considerate Usually courteous and considerate	0
 6. 	0	Demonstrates maturity consistently Demonstrates maturity occasionally Demonstrates maturity rarely Demonstrates mature behaviour	12. 13.	Is very courteous and very considerate Is courteous and considerate Usually courteous and considerate Is not particularly courteous	0
	0	Demonstrates maturity consistently Demonstrates maturity occasionally Demonstrates maturity rarely Demonstrates mature behaviour Ignores verbal cues		Is very courteous and very considerate Is courteous and considerate Usually courteous and considerate Is not particularly courteous Has been discourteous	0

		Average commur	ication skills		Needs direction adjustments	i to make	D
		Uses incorrect En	glish		Has difficulty ac situations	lapting to new	•
	0	Ineffective comm	unication skills		Cannot adjust to situations	o changing	
7.		Judgment		14.	Ability to learn		
		Exceptionally ma	ture		Learns very qui	ckly	0
		Above average in	making decision	S	Learns readily		0
		Usually makes the	e right decisions		Average in learn	ning	0
	•	Often uses poor j	udgment		Rather slow to I	earn	•
		Consistently uses	bad judgment		Very slow to lea	nrn	•
		Overall performance	Excellent	Very good	Good ¤	Poor	
	-	ou hire this studer employment?	nt for another wo	ork period of a	Yes 🗖	No	
Wha	t tra	its may help or hi	nder the student	's advanceme 	nt?		
Addi	tion	al remarks:					
Signe	ed	 (Supervisor)			Date:		

FORM-04: Students Affair's Employer Evaluation form

Students Affair's Employer Evaluation Form

STUDENT AFFAIRS Department of Career Services Student Internship Performa	nce Evalu	ation		a a	
Name of Compar	ΙΥ		-		
Name of Student:	-				
	o Starting Da	te:			
Major: Accounting Business Adminis		ation			
Please CHECK (✔) the quality and competency of our stude	nt(s) towards	Rating			
Criteria	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Enthusiasm and interest in work					
Completion of the work assigned to him/her			0.00		
Delivering quality work output					
Comply with company rules and regulations					
Following instructions	The second second				
Initiative in taking tasks to complete				100	1100
Learning and searching for information					
Maintaining effective relations with co-workers					
Ability of reporting and presenting his/her work					
Arriving to work on time (Punctuality)				170	
Using written and oral communications skills for professional purposes					
Working in teams or groups, including multidisciplinary teams					
Applying knowledge of the major functional areas, theori and their application	es				
Preparing and interpreting data for reporting, compliance auditing, and using alternative options / solutions for decision-making purposes	,				
Explaining roles and functions in cultivating effective and efficient organizational workplaces					

Continue (second page of FORM-04)

